

Yellow Page on Viewing Encounter from Scheduler

Issue:

User gets an error page when they click View Encounter from the Home Page or Appointment Search/List Screen

Steps to Reproduce:

- 1) From the Appointment Search/List screen, select an appointment that has an encounter associated, and click View Encounter.

The screenshot shows the 'Idaho-WITS UAT' interface. On the left is a navigation menu with options like 'Home Page', 'Agency Contacts', 'Agency', 'Dispensary', 'Group List', 'Clinical Dashboard', 'Client List', 'System Administration', 'Reports', and 'Support Ticket'. The main area is titled 'Appointment Search' and contains search filters for 'Start Date' (1/1/2015), 'End Date', 'Client First', 'Staff', 'Schedule Event Type', 'Appointment Status', and 'Client Last'. Below the search filters is an 'Appointment List' table. A red arrow points to the 'View Encounter' button in the 'Actions' column of the first row of the table.

Actions	Client Name	Client Phone	Date	Time	Staff	Status
Review Delete Confirm View Encounter	Testing, 18.2.2 CMH	Home: (208) 332-7316	12/16/2015	8:00 AM	Willingham, Robert (Clinical) L, LMSW	Kept appointment
			12/28/2015	9:00 AM	Barnett, Sharon	Confirmed

- 2) User gets an error screen

The screenshot shows an error page with the header 'Idaho-WITS UAT Web Infrastructure for Treatment Services' and 'Version: 18.2.6'. The main heading is 'Web Infrastructure for Treatment Services'. Below it, a message states: 'The system has just produced an error. If this error is happening on a regular basis, please contact the application Help Desk so they can work with you to get this problem resolved.' A yellow box contains the 'Message ID: 1a4e9e9d-5822-4bb9-9554-a58700d83b1c'. At the bottom, there is a link 'Click Here to go to the Home Page' and a 'Powered by WITS' logo.

Idaho-WITS UAT
Web Infrastructure for Treatment Services
Version: 18.2.6

Web Infrastructure for Treatment Services

The system has just produced an error. If this error is happening on a regular basis, please contact the application Help Desk so they can work with you to get this problem resolved.

Message ID: 1a4e9e9d-5822-4bb9-9554-a58700d83b1c

[Click Here to go to the Home Page](#)

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Work Around:

The error does not occur when the encounter is viewed through the activity list.